



Ben Steigler
Synertel
3450 3rd St., Suite 2B
San Francisco, CA 94124

May 9, 2008

Re: Support and Service

Dear Ben,

I would like to express our appreciation for your assistance over the past eight years since our organization relocated to Novato in 2000. During that time, you have greatly enhanced the level of service and support for our telecommunications systems.

In April 2007, we relocated to a new building in the same office complex and took the opportunity to migrate to the new integrated Toshiba voicemail and automated call distribution system with all new phone stations – upon your recommendation. After one year on this new platform, we are pleased to report that our service has been excellent with virtually no downtime during that period.

Also, in the course of reviewing our phone expenses last year, you discovered various overcharges by the telephone company that resulted in a settlement of almost \$10,000. Good catch!

More recently, during the 4th Quarter of 2007, two of our remote offices experienced over a dozen phone and Internet service outages as a result of the unreliable service provided by their telecommunication vendor. You worked with us to transition to a new internet/phone service provider in February 2008. This transition was further complicated by our former vendor's premature service disconnection at one of the offices (two days ahead of schedule). Nevertheless, your team jumped in to expedite the changeover – thereby minimizing the downtime for that office.

Thanks again!

Sincerely,

Joel Criste, Chief Executive Officer
Marin IPA/PRIMA Medical Group

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